

Organization: Duluth Area Family YMCA

Internship: **Member Experience Specialist**

Reports To: Member Experience Director

Hours: Flexible



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The Y: We're for youth development, healthy living and social responsibility.

**Position Summary:**

Implements membership strategies that support recruitment of new members and retention of existing members. We will be hiring two interns for this position. One will work at the Downtown Y and the other will work at the Hermantown Y.

**Essential Functions:**

1. Develop a strategy to promote program and membership enrollment in interactions with existing and potential members.
2. Assist in developing a Membership Plan to follow up with new members, existing members and recently terminated members.
3. Develop surveys to assess member satisfaction, report findings and develop strategies to ensure member satisfaction.
4. Ensure proper implementation of Membership Plan at the Member Service Desk to make certain the best possible service is being provided.
5. Organizes membership events at the Y including Member Appreciation Days.
6. Represents the Y at community events to promote membership.

**Required Qualifications:**

1. Pursuing or received a degree in related field or equivalent combination of education and experience.
2. Strong written, oral and interpersonal communication skills required.
3. Proactive and highly organized, with strong project management and planning skills.
4. Self-motivated, able to take initiative and work as part of a team.
5. Personal computer skills and experience with standard business software.

**Desired Qualifications:**

1. Ability to design flyers and brochures.
2. Passionate about building relationships with people.

**Compensation:**

Interns do receive a YMCA membership during their internship. They also will receive a great experience working in the non-profit sector with one of the largest non-profit organizations in the nation. Although this internship is unpaid, we will work with you and your school to assist you in receiving college credit. It is the responsibility of the student to determine if academic credit is available through his/her degree program.

**Application Process:**

- o YMCA Internship Application (found at [www.duluthymca.org](http://www.duluthymca.org))
- o Cover Letter
- o Resume
- o Two letters of recommendation

**Contact Information:**

Gina Miller  
Volunteer & Internship Coordinator  
Duluth Area Family YMCA  
302 West First Street | Duluth, MN 55802  
(P) 218 722 4745 ext 159 (F) 218 722 4746  
(E) [gmillers@duluthymca.org](mailto:gmillers@duluthymca.org) (W) [www.duluthymca.org](http://www.duluthymca.org)